

REMARKS

Applicants have amended claims 2, 5-6, 11, and 17-20, and have canceled claims 1-4, 6-9, 13-16, 18, and 23, during prosecution of this patent application. Applicants are not conceding in this patent application that said amended and canceled claims are not patentable over the art cited by the Examiner, since the claim amendments and cancellations are only for facilitating expeditious prosecution of this patent application. Applicants respectfully reserve the right to pursue said amended and canceled claims, and other claims, in one or more continuations and/or divisional patent applications.

Claim 11 has been rewritten in independent form and is otherwise the same claim 11 as was originally presented.

The Examiner rejected claims 2, 5, 10-12, 17-18 and 23-26 under 35 U.S.C. § 102(b) as allegedly being anticipated by Johnson (USPAT No. 5,970,149).

The Examiner rejected claim 19 under 35 U.S.C. § 103(a) as allegedly being unpatentable by Johnson in view of Lim *et al.*, (USPGPUB 2004/0210662).

The Examiner rejected claims 20-22 under 35 U.S.C. § 103(a) as allegedly being unpatentable by Johnson in view of Lim *et al.*, and further in view of Tpooff (USPAT No. 6,026,500).

Applicants respectfully traverse the § 102 and § 103 rejections with the following arguments.

35 U.S.C. § 102(b)

The Examiner rejected claims 2, 5, 10-12, 17-18 and 23-26 under 35 U.S.C. § 102(b) as allegedly being anticipated by Johnson (USPAT No. 5,970,149).

Claims 2, 5, 10, 12, 17-18, and 23-26

Since claims 2, 18, and 23 have been canceled, the rejection of claims 2, 18., and 23 is moot.

Applicants respectfully contend that Johnson does not anticipate claim 5, because Johnson does not teach each and every feature of claim 5.

As a first example of why Johnson does not anticipate claim 5, Johnson does not teach the feature: “establishing a user account for a service provider according to criteria established by a user who is a customer of the service provider, wherein said establishing is performed by the user”.

In Johnson, the user account is not established by the user but is instead established by the dispatch control center (Johnson, col. 4, lines 51-55; col. 6, lines 24-35; col. 8, lines 28-31).

As a second example of why Johnson does not anticipate claim 5, Johnson does not teach the feature: “wherein said establishing the user account comprises recording the provisions of the user account on a database comprised by the user system”.

As a third example of why Johnson does not anticipate claim 5, Johnson does not teach the feature: “wherein the trigger event comprises an opening of a trouble ticket by a trouble ticket system of the user system”.

In Johnson, the trouble ticket is not opened by a trouble ticket system of the user system but is instead opened by a dispatcher at a display screen of the dispatch control center (Johnson, col. 4, lines 34-40; col. 6, lines 12-17).

As a fourth example of why Johnson does not anticipate claim 5, Johnson does not teach the feature: “passing the trouble ticket from the user system to the service provider”.

As a fifth example of why Johnson does not anticipate claim 5, Johnson does not teach the feature: “in automatic response to the occurrence of the closure event, deactivating the user account to dormancy such that use of the prearranged user account is blocked, wherein said deactivating is performed by the trouble ticket system, the monitoring tool, or the access control logic”.

Johnson does not teach “deactivating the user account to dormancy”.

Furthermore, Johnson does not teach that “said deactivating is performed by the trouble ticket system, the monitoring tool, or the access control logic”.

Based on the preceding arguments, Applicants respectfully maintain that Johnson does not anticipate claim 5, and that claim 5 is in condition for allowance. Since claims 10, 12, 17, and 24-26 depend from claim 5, Applicants contend that claims 10, 12, 17, and 24-26 are

likewise in condition for allowance.

Claim 11

Applicants respectfully contend that Johnson does not anticipate claim 11, because Johnson does not teach each and every feature of claim 11.

As a first example of why Johnson does not anticipate claim 5, Johnson does not teach the feature: “in automatic response to the occurrence of the closure event, deactivating the prearranged user account to dormancy such that use of the prearranged user account is blocked, wherein the closure event includes satisfaction of a temporal condition, and wherein the temporal condition includes expiration of a predetermined interval of time”.

The Examiner argues: “Regarding claim 11, Johnson discloses the method of claim 10, wherein the temporal condition includes expiration of a predetermined interval of time (Johnson, col.6, l.65-col.7, l.2).”

In response, Applicants note that (Johnson, col.6, line 65 - col. 7, line 3 recites: “If there is no unreported alert, as at 104, a check will be made to see whether the reporting interval has expired 106. If the reporting period has expired 106, then the current Internet protocol address (IP) will be registered with a first secure name server, as seen at 108 ”.

Applicants believe that the Examiner is alleging that the aforementioned “reporting interval” in Johnson represents the claimed “predetermined interval of time”. The preceding feature of claim 11 requires that in automatic response to expiration of a predetermined interval of time, the prearranged user account is deactivated to dormancy, which Johnson does not teach. In contrast, Johnson teaches that in response to expiration of an interval of time (i.e., the

reporting interval), “the current Internet protocol address (IP) will be registered with a first secure name server”.

Therefore, Johnson does not teach the preceding feature of claim 11.

Based on the preceding arguments, Applicants respectfully maintain that Johnson does not anticipate claim 11, and that claim 11 is in condition for allowance.

35 U.S.C. § 103(b)

Claim 19

The Examiner rejected claim 19 under 35 U.S.C. § 103(a) as allegedly being unpatentable by Johnson in view of Lim *et al.*, (USPGPUB 2004/0210662).

Since claim 19 depends from claim 5, which Applicants have argued *supra* to not be unpatentable over Johnson under 35 U.S.C. §102(b), Applicants maintain that claim 10 is likewise not unpatentable over Johnson in view of Lim under 35 U.S.C. §103(a).

Claims 20-22

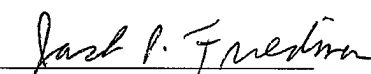
The Examiner rejected claims 20-22 under 35 U.S.C. § 103(a) as allegedly being unpatentable by Johnson in view of Lim *et al.*, and further in view of Tpooff (USPAT No. 6,026,500).

Since claims 20-22 depend from claim 5, which Applicants have argued *supra* to not be unpatentable over Johnson under 35 U.S.C. §102(b), Applicants maintain that claims 20-22 are likewise not unpatentable over Johnson in view of Lim and further in view of Tpooff under 35 U.S.C. §103(a).

CONCLUSION

Based on the preceding arguments, Applicants respectfully believe that all pending claims and the entire application meet the acceptance criteria for allowance and therefore request favorable action. If the Examiner believes that anything further would be helpful to place the application in better condition for allowance, Applicants invites the Examiner to contact Applicants' representative at the telephone number listed below. The Director is hereby authorized to charge and/or credit Deposit Account 09-0457.

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